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# STARTING POINT

*A Guide to  
Employment Programs  
& Support Services  
in Hamilton-Wentworth*

URBAN M...

GOVERNMENT DOCUMENTS



CITIZEN  
ACTION  
GROUP





# Starting Point

Looking for a new job?

Thinking about going back to school?

Considering a career change?

Wondering if you should enrol in a skill training course?

Not sure how to get started in the right direction?

You're not alone! There are more than 50,000 people seeking new jobs or training in the Hamilton - Wentworth region in 1992.

With companies closing, industries laying off, and new technology changing the very nature of the work we do, record numbers of people are looking for ways to return to the workforce or gain new skills.

**Starting point** was designed to be the first step in that process; a consumers guide to the network of employment programs and services that are available in the Hamilton - Wentworth region. It will provide you with an overview of many services and tell you how to get more detailed information on each specific topic.

**The next step is up to you!**

Starting point has been prepared for you by Citizen Action Group, Hamilton's oldest community employment counselling service, currently celebrating its 20th anniversary.


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## Financial Support Programs

The information in this section will give you an overview of the various income support programs that are available and some of their eligibility guidelines.

Each person's individual financial situation and job loss circumstances help to determine eligibility for financial assistance.

If you're not sure if you qualify for one of these programs, call and book an appointment to discuss your situation in detail.

If you are disqualified from a program but feel that you have been unfairly assessed, call the program manager to request appeal procedures and/or call one of the community legal clinics (listed in this book) to get some advice.

**Always keep copies of all of your financial information and all correspondence that you receive from government offices.**





# Unemployment Insurance Benefits

If you lose your job, you may be entitled to collect **Unemployment Insurance Benefits** while you are seeking new employment or training. The number of weeks you are required to work in order to collect benefits depends on the current unemployment rate in the region.

## How to Apply:

Go to your nearest Canada Employment Centre and fill out an application. Bring your **Social Insurance Number** and your **Record of Employment** (separation slip) and an additional piece of identification. If you do not have your Record of Employment yet, you should still file your application because your calculation for benefits usually begins from the date that you file your claim, not the date that you stopped working. **Always keep photocopies of your documents.**

If you received severance pay and vacation pay, this money will be taken into consideration when your claim is being established. But you should still file your claim immediately.

## Where to Apply:

In the Hamilton area there are 5 locations where you can apply for U.I. benefits:

- 40 Wellington Street North
- 865 Upper James Street
- 1565 Barton Street East (Strathbarton Mall)
- 102 Highway #8 (Fiesta Mall)
- 460 Brant Street, Burlington

## Training While on U.I.:

If you need new skills to help you to get back into the workforce, you should book an appointment with an employment counsellor at the Canada Employment Centre or at one of the community employment counselling services listed in this booklet to discuss the various training options. Some skill training courses and academic upgrading courses are available for people on Unemployment Insurance Benefits but they are filled quickly and you need approval before you can start.

*Continued on next page...*

## Unemployment Insurance Benefits Continued...

There are skill training courses offered by the Boards of Education, Mohawk College, McMaster University, and the private training schools in the area. Some of the courses, if they are job-related, can be approved while you are on U.I., but you must arrange to pay tuition fees. Before you enrol in any type of training while you are on U.I., get it approved in advance by the Canada Employment Centre. Start your planning early because there are often long waiting lists to see a counsellor at a C.E.C.

Remember, you must report to the UIC office if you enrol in any school course even if it's on a part-time basis. The UIC office must approve your courses and in some cases you must complete a special form for UIC. If you do not inform them that you are in school, you could be cut off from UI benefits because you are "not available for work."

## Working While on U.I.:

You can earn up to 25% of your weekly U.I. benefit amount without any deductions from your cheque. For example, if you were getting \$400.00 weekly from U.I., you would be allowed to make \$100.00 weekly. Anything you earn above this amount would be deducted dollar for dollar from your benefit cheque. **You must report all earnings.**

**If you have any questions about your claim, call the  
Unemployment Insurance Telecentre at:**

**572-4242**

**Note:** Have your social insurance number ready when you call the UIC Telecentre. They cannot answer your questions without your social insurance number.



## Social Assistance / General Welfare Assistance

Welfare assistance is normally short term financial support for individuals who are unable to provide for themselves or their families. Individuals usually are:

- unable to obtain employment
- unable to work due to short term illness or long term disability
- have an interruption in their source of income
- sole support parents with limited income
- foster children
- some students in special circumstances
- some individuals awaiting their U.I. benefits

### Application Procedure:

- call 546-4800 between 8:30 a.m. and 4:30 p.m. from Monday - Friday,
- you will be asked a few questions to facilitate a home visit
- the **Income Maintenance Division** of the Welfare Department will assign a worker to do a home visit, based on your location in the region
- within 4 working days a social service worker will visit you to complete a formal application for assistance

**Note:** If you are applying for General Welfare Assistance while waiting for unemployment insurance benefits call: **546-2770**

### The Special Income Unit: 546-4883

Special assistance and supplementary aid programs are available to individuals with low or fixed incomes. Applicants may qualify upon completion of a needs test. Services offered include:

- Emergency dental services
- Prescribed drugs
- Optical Services
- Prosthetic appliances
- Home appliances and repairs
- Other Services, as authorized by the province

This phone line is always very busy so be patient when you call.



## Severance Pay

Severance pay is money an employer pays to certain employees who lose their job. **It does not apply to everyone who loses a job.**

### Who's Entitled:

You are eligible if you have worked 5 or more years with your employer and your employer fits into one of these categories:

- your employer has a payroll of at least \$2.5 million a year or
- your employer is no longer going to be carrying on all or part of the business **and** 50 or more employees lose their jobs for this reason within a 6 month period.

If you are laid off, you are usually **not** entitled to severance pay unless your layoff lasts for a total of 35 weeks within a 52 week period.

### The Amount of Severance Pay:

If you qualify for severance pay, your employer must give you one week's pay for each year of employment, up to a maximum of 26 weeks' pay. (So if you worked for 30 years with the same employer, you are legally entitled to only the maximum of 26 weeks' pay.)

You also get credit for full months of employment. So if you worked for ten and a half years with the same employer, you would be eligible for ten and a half weeks of severance pay.

Severance pay is issued in addition to any vacation pay and pay in lieu of notice.

If you have any questions about severance pay, please contact:

The Ministry of Labour  
1 Jarvis Street  
Hamilton  
(416) 577-4003

# Canada Pension Plan

The Canada Pension Plan has a retirement pension and disability pension that are administered from their **Income Security Programs Branch** in Hamilton.

## 1. Retirement Pension:

The retirement pension is available to anyone who has contributed to the **Canada Pension Plan**, has reached at least 60 years of age, and has applied for the Retirement Pension. People applying between 60-64 years of age must have "substantially" ceased working. The pension amount is reduced for people who take their pension before age 65 and it is increased for people who take their pension after age 65.

## 2. Disability Pension:

Monthly benefits are provided for contributors to the **Canada Pension Plan** who have become disabled before reaching 65 years of age. In order to be eligible a contributor is considered disabled if he or she has a physical or mental disability which renders them incapable of pursuing regular gainful employment **and** the disability is likely to be indefinite in duration. As well, the person applying for the pension must have made contributions to the Canada Pension Plan in 2 of the last 3 years **or** 5 of the last 10 years of the contributory period.

For full details and application forms, apply to:

Health and Welfare Canada  
Income Security Programs  
2 King Street West  
Hamilton, Ontario  
L8P 1A1

Call: 572-2292

## The Employee Wage Protection Program

When a company suddenly goes into receivership or declares bankruptcy or simply locks the doors and announces that it's closed, the workforce is often left with money still owing.

The **Employee Wage Protection Program** is a new program of the provincial Ministry of Labour that is designed to assist workers who are owed **back wages**, **vacation pay**, **severance pay** or **termination pay** from their employers.

The program can pay up to \$5000.00 of the total amount owing if your claim is valid.

To qualify **you must file a claim** at your nearest **Ontario Ministry of Labour Office**. In Hamilton, the address is:

1 Jarvis Street  
Hamilton, Ontario  
L8R 3J2  
(416) 577-4003

Bring proof of where you worked, such as wage slips or a company I.D. card.

If you cannot go to the office in person, call the office (577-4003) and they will mail a claim form to you.

After you file your claim, the Ministry will check the claim and if it is valid, you'll get your money. The more complicated the claim, the longer the process; but if it's valid you'll get the money.

**Note:** If you are on unemployment insurance benefits or social assistance, you will have to declare this money when it is issued to you.



## P.O.W.A. - Program for Older Worker Adjustment

P.O.W.A. is a federal/provincial program designed to provide financial assistance to some older workers who have lost their jobs due to plant closures or permanent layoffs. In most cases, approved workers have been part of a "major permanent layoff leading to severe hardship for a substantial number of older workers". In other words, not every older worker is eligible for P.O.W.A..

### Eligibility:

- Individuals must be 55-64 years of age and
- permanently laid off due to plant closure and
- have worked 15 out of the last 20 years and
- completely exhausted their UI benefits and
- have no prospects for new employment

Even if a person meets all of the requirements listed above they are not automatically eligible for P.O.W.A. Each case is reviewed individually by a federal / provincial committee.

### P.O.W.A. Benefits:

Once an individual is approved, a basic monthly benefit cheque is issued. The amount is based on 70% of the amount of **Unemployment Insurance Benefits** that the individual was receiving at the time of layoff.

P.O.W.A. benefits are indexed annually to allow for increases in the cost of living.

**To apply for P.O.W.A. Call: 1-800-567-1916 or 1-416-326-7375**

In Hamilton, brochures and application forms are available at:

The Hamilton Help Centre, 77 Victoria Avenue South or

Citizen Action Group, 33 Bold Street.

# Notes

## Employment Counselling Services

The job market of the '90's is confusing and competitive.

Fewer job vacancies; more job applicants.

Lower wages; higher qualifications.

- Resumes • References • Tests • Team interviews •

### The Rules of the Game Have Changed

Job seekers in the '90's have to be better prepared and more informed than in the past. A good education level and a solid work history now competes with better education and updated skills.

If you're looking for work and not making much headway, you should take the time to book an appointment with an employment counsellor.

Hamilton has several agencies and government services that provide free employment counselling. Keep in mind...

#### **Employment Counsellors Aren't Miracle Workers.**

But they do know enough about today's changing job market and current employer expectations that they can offer you the kind of advice and encouragement that can turn your job search into a success. So...

- Book an interview.
- Bring your resume and marketing letter (if you have one).
- Spend some time before your interview thinking about the kind of jobs or training you'd like to pursue.
- Keep an open mind.

**These services are free; all it will cost is a little of your time.**



## Canada Employment Centres

The Hamilton area has 5 Canada Employment Centres to assist you with your job search and your Unemployment Insurance claims.

### Locations:

40 Wellington Street North  
Hamilton, Ontario  
572-2211

460 Brant Street., Suite 16  
Burlington, Ontario  
637-3851

1565 Barton Street East  
StrathBarton Mall  
Hamilton, Ontario  
572-2211

102 Highway #8  
Fiesta Mall  
Stoney Creek, Ontario  
664-4494

865 Upper James Street  
Hamilton, Ontario  
572-2211

### Services:

### Job Boards:

Each Centre has a series of **Job Boards** located in their main reception area. The Job Boards are set up by occupation. When you see a posting that interests you, fill out a **Job Request Form** and take it to the counter. An employment officer will explain the position in more detail and if you meet the requirements, you will be given a **referral notice** to take to the interview with the employer.

The job boards change on a regular basis, so drop in several times each week to check the postings.

### Counselling:

Employment counsellors are available at several offices. If you're interested in upgrading or skill training courses, or if you need help setting a goal or developing a resume, call your nearest centre and ask for an appointment for a **counselling interview**. You may have to wait several weeks for an appointment, so in the meantime you should prepare for your interview.

*Continued on next page...*

## Canada Employment Centres Continued...

- Draft a resume or outline your previous work history
- Review the options in this booklet
- Visit one of the community employment programs
- Call the **Job Hotlines**

When you meet with the employment counsellor, bring your **Social Insurance Number** and any other job related paperwork that you have. The counsellor will explain the programs and services that they offer and will be able to book testing or course tours if necessary.

## Unemployment Insurance 572-4242

The Canada Employment Centres also processes your claims for **Unemployment Insurance**. As soon as you lose your job, go to your nearest Centre to apply for benefits. **Please bring:**

- your Social Insurance Number
- one additional piece of identification such as a driver's licence, credit card, birth certificate
- your **Record of Employment** [separation papers]

If you do not yet have your **Record of Employment**, you should still apply immediately and bring it in when you receive it.

Once you have established your claim for Unemployment Insurance Benefits, you may be eligible for special skill training and/or upgrading courses. **Ask for information on:**

- UI chargeback courses
- Section 26 fee payer course guidelines
- Section 14 part time training guidelines
- group information sessions for UI clients

While you are on Unemployment Insurance, you can qualify for training and upgrading courses but you **must** be approved in advance. Discuss your training interests with a counsellor. Do not start training without approval.

If you have questions about your claim, call the UIC Telecentre at **572-4242**. Have your Social Insurance Number ready when you call.

## Citizen Action Group

Citizen Action Group is a free community employment counselling and job preparation service that has been assisting Hamilton's unemployed for the past 20 years.

### Services Include:

- individual employment counselling
- goal setting
- job search strategies
- resume development
- assistance with application forms
- referral to jobs and training positions
- information on government training
- referral to upgrading courses

If you're ready to start looking for work or want to discuss skill training, academic upgrading, or a career change, call Citizen Action Group and book an appointment.

**Office Hours:** Monday - Thursday 9:00 a.m. - 5:00 p.m.  
Friday - 9:00 a.m. - 12 noon.

**Phone:** 528-9803 or 528-8713



## Hamilton Help Centre

The Hamilton Help Centre is a division of Citizen Action Group. It provides employment counselling and career change information to adults who are unemployed, under-employed, or in job-threatened situations. All services are free of charge.

### Services Include:

- Individual employment counselling
- Career change counselling
- Resume development
- Marketing letters
- Job Search Strategies
- Information on government training
- Referral to employment options
- Referral to training programs
- Referral to academic upgrading
- Self Help Resource Room

**Office Hours:** Mon. - Thurs.: 9:00 a.m. - 5:00 p.m. Friday: 9:00 a.m. - 12 noon

**To register at the Help Centre:** Call 521-9125 or 521-9165

## The Special Programs Division

The Special Programs Division is a new unit of the Hamilton Help Centre that was set up to deal with the increasing number of plant closures and company downsizings that have been plaguing our region.

The Special Programs Division staff are available to meet with companies that are planning a layoff or a closure. They will provide up to date information on the current programs and services that are available for displaced workers and will assist in the transition period from employment to new employment or retraining. They can often provide on-site services while the layoffs are occurring and will also set up ongoing off-site services to provide the support and information that the displaced workers need.

### Services Include:

- Individual needs assessments
- Goal setting and career counselling
- Resume preparation
- Job search Strategies
- Referral to Transitions
- Referral to employment options
- Referral to retraining programs
- UIC Workshops [if needed]
- Info on government programs
- Self Help Resource Room

If your company is planning a permanent layoff or a closure, call the Special Programs Division of the Hamilton Help Centre

**Office Hours:** Mon. - Thurs.: 9:00 a.m. - 5:00 p.m. Friday: 9:00 a.m. - 12 Noon

**Call:** 521-9039 [24 hour answering service]

Ask for the special programs counsellor.

## Youth Employment Centre

The Youth Employment Centre is a free community employment counselling service designed to assist young people who are no longer in school and who are trying to enter the job market. Young people between the ages of 15-24 are eligible to register at the Youth Employment Centre.

### Services include:

- Goal setting and career counselling
- Individual employment counselling
- Help developing marketing letters
- Resume preparation
- Referral to jobs and training
- Information on government training
- Referral to upgrading courses
- Interview preparation
- Job Search Techniques

**Office Hours:** Monday - Thursday: 9:00 a.m. - 5:00 p.m.  
Friday: 9:00 a.m. - 12 noon

If you're looking for a new job or your first job,  
call the Youth Employment Centre.  
It should be your first stop.

Call: 522-4902 or 522-4903

# The Employment Services Unit

## What Is It?

Regional Social Services has an employment unit that provides various job related services to individuals who are on social assistance and having difficulty finding new employment, training, or upgrading programs. Some of the services are:

### **Municipal Employment Program** **546-4398**

The Municipal Employment Program provides counselling assistance to individuals who want to enter or re-enter the workforce. The program may consist of pre-employment training, workshops, lifeskills, assessments, referrals to training or employment, access to work incentive programs, childcare costs, and some assistance with employment related expenses.

### **Job Development Program** **546-4398**

The Job Development Program assists job-ready individuals in securing employment. Staff help to identify and resolve employment difficulties. Current lists of local employers are compiled by the program staff members. The Job Developers also have information on the various federal, provincial, and municipal work incentive programs.

### **Helping Hands** **528-8318**

Helping Hands trains individuals who are on social assistance to work in support programs for the elderly, handicapped, and low income families. These services may include household repairs, heavy cleaning, and property maintenance. This training is designed to develop good work habits, attitudes, and the new skills needed to secure future employment in the local job market.

### **Access to Opportunity** **546-2686**

Access to Opportunity is a group program that provides:

- information on training and employment opportunities
- individual employment assessments
- assistance with job search skills
- resume preparation

This program is open to:

- individuals who have run out of U.I. and are now on GWA
- individuals who are not eligible for Unemployment Insurance
- individuals who are in the last 4 weeks of their U.I. claim
- individuals who are on General Welfare Assistance and seeking employment or training

*All services are free of charge.*



## Job Information Hotlines

Looking for work can be an expensive and time consuming activity. But there are a few shortcuts that you should know about. They can save you time, money and energy. They are the **Job Hotlines**.

Before you call, make sure you have a pencil and paper handy. Be prepared to listen to the message several times in some cases because the information is read quickly and you will want to get all of the details. If you hear a listing that you are qualified to apply to, you should go in person to the organization that is advertising it and pick up a copy of the full job description.

### Hotlines:

1. **570-7300** This number will connect you with the Canada Employment Centre recording of jobs available in the area. The message is available 24 hours a day, **but you must have a touchtone phone**.
2. **575-2337** This number will connect you with **Mohawk College**. Each week all of the new vacancies that are available are listed on the pre recorded message.
3. **525-9140** These two extensions will put you in touch with  
**Ext. 2514** McMaster University and their job postings. The  
**or** postings are updated on a weekly basis.  
**Ext. 2565**
4. **528-7555** R.E.A.C.H. Hotline - This is a confidential telephone information service with a 24 hour answering machine on duty to make sure that your call isn't missed. REACH provides information on employment/education/retraining programs in the Hamilton Wentworth region.

## Education and Upgrading Opportunities

Every year, more and more adults are enrolling in upgrading courses to improve their chances of getting a better job.

Did you know that you can upgrade your education and even finish your high school diploma without going to a classroom program?

Did you know that you can learn how to operate a computer by taking **free** courses offered through our local Boards of Education?

Did you know that there are "shiftwork" programs available, so if you're working or if you can't attend regular daytime classes, there are afternoon and evening programs that run on flexible schedules to meet your needs!

There are programs that offer daycare; there are programs that will come into your worksite and provide classes on your lunch break or after work.

**Sound too good to be true?? Read on!!**

The Hamilton-Wentworth region has one of the best networks of programs and courses in all of Ontario. This chapter will outline some of the courses that are currently available and it will also give you some tips on how to stay informed about the new courses that are coming up.

## The Adult Basic Education Hotline

55 York Blvd., 4th Floor

Hamilton Public Library

527-2222

If you don't know where to start, the best phone number to call is the **Adult Education Hotline**. This free telephone service will provide you with up-to-date information on courses in our region. Their telephone counsellors are available Monday - Friday from 9:00 a.m. to 4:30 p.m.

They also offer a walk-in counselling service. Their staff will meet with you on an individual basis and help you to select the best course or program to meet your needs.

## The Independent Learning Centre

1-800-387-5512

The Independent Learning Centre is better known to many people as "correspondence education". It provides a **free** home study program for people who want to earn a high school diploma, refresh their education, or simply want to continue to learn new subjects.

Their courses allow you to work at home, at your own pace, at times that are convenient for you.

For a full calendar of course descriptions, call their Toll Free Number: 1-800-387-5512

## Mohawk - McMaster Education Centre

Plaza Level, Hamilton Public Library

55 York Blvd., Hamilton

522-3361

The Mohawk - McMaster Education Centre provides information, course calendars, and registration forms for post secondary and continuing education courses offered by both Mohawk College and McMaster University. You can also pick up O.S.A.P. application forms and information on scholarships and bursaries.

## The Hamilton Board of Education

The Hamilton Board of Education has two **Adult Learning Centres** that are designed to give you a chance to learn new skills and upgrade your education in an "adults only" environment. These centres offer a wide variety of courses such as:

- English
- Mathematics
- English as a Second Language
- Typing and Keyboarding Skills
- Accounting
- Introduction to Computers
- Home Study Credit Courses
- General Interest Courses

You can register any time throughout the year and work at your own pace. You can design your own timetable to fit your schedule; most courses are offered in the mornings, afternoon, and evenings. Not all courses are offered at all locations, so call in advance and discuss your selection with one of the staff.

### Locations:

**1. The Adult Learning Centre (formerly Briarwood School)**

1842 King Street East, Hamilton.  
549-9722

**2. The Marty Karl Adult Learning Centre**

50 Murray Street West, Hamilton.  
528-5511

Your local high schools are also offering an interesting selection of courses designed for the new wave of adults seeking skills and refresher courses. Some of the high schools have "adults only" classes; others have mixed classes that include adults and regular secondary school students. Daycare facilities are available at some locations. Computer studies are offered at most locations.

To find out what's available and how to register, call the high school nearest you (listed in the Yellow Pages under "schools-elementary and secondary") and ask for the guidance department or adult education department.



## St. Charles Adult Education Centres

The St. Charles Adult Education Centres are located throughout the city, providing a wide range of education programs to more than 11,000 people each year. Their programs offer flexible attendance and a work - at-your-own-pace schedule. Classes are offered 3 times a day, 5 days per week, 12 months per year. Adults can enrol at any time during the year and an individual program will be designed to meet your needs.

### Locations:

1. **St. Charles Centre**  
45 Young Street  
528-8890
2. **St. Charles East**  
181 Belmont Avenue North  
545-6555
3. **St. Charles Mountain**  
150 East 5th Street  
575-5202
4. **St. Charles Nash**  
101 Nash Road North  
573-0544
5. **St. Charles Outreach**  
(Various Locations)
  - call for the location nearest you
  - call either 577-0555 or 545-6555

### Courses offered through the St. Charles schools include:

- accounting
- business
- computers
- family studies
- office systems
- keyboarding
- marketing
- personal life management
- and many more

Not all subjects are offered at all locations, so call in advance to discuss your course interests. The computer courses are in high demand and quickly filled. You may have to go onto a waiting list so plan in advance to avoid disappointment.

If you are on unemployment insurance, make sure you get approval in advance before starting any upgrading courses.

# Wentworth County Board of Education

The Wentworth County Board of Education currently has two "adult learning centres" in the region. These centres are designed to help adults complete their high school credits for a grade 12 diploma as well as to offer general interest and upgrading courses.

## Courses include:

- introduction to computers
- English
- Math
- English as a Second Language
- general refresher courses

Courses are offered during the daytime as well as in the evenings. To discuss these courses in more detail and to find out when the next courses start, call:

**1. Stoney Creek Adult Learning Centre**

127 Grays Road, Stoney Creek  
573-3144

**2. Dundas Adult Learning Centre**

(St. Paul's United Church)  
627-1288

Many courses are offered in both classroom format or as home study programs. Staff are available to meet with you to help you choose the right courses to meet your needs.

## Note:

If you are on UIC, you must get approval in advance if you plan to attend school on a regular basis. Drop in to your nearest Canada Employment Centre and ask to speak to a UIC staff person. You may have to fill out new forms, outlining the type of course you are interested in taking and how many hours per week you will be in a classroom.

## Ontario Basic Skills

Ontario Basic Skills offers both full-time and part-time programs for adults who want to do a combination of academic upgrading and job readiness workshops.

OBS is divided into 3 parts:

- training readiness
- academic upgrading
- job search skills

OBS is offered at several locations throughout the city:

Mohawk College - Fennell Campus	575-2421
Barton Library	575-2026
Kiwanis Boys and Girls Club	575-2026
Mohawk - Wentworth Campus	527-7226

OBS offers both day and evening classes; new classes normally start each month.

For more information on the program,  
call the First Place Campus of Mohawk College  
at 527-7226 and ask for O.B.S.

## English as a Second Language

English language skills are an important part of the job interview. If you need to improve your skills, you're in luck!

Classes are offered at locations throughout the city. The following list will provide you with a starting point to choose the course that best meets your needs. Some of the schools have childcare facilities; some offer flexible time schedules. Call to discuss your specific situation.

### Locations:

Barton Secondary School	549-9722
Briarwood Adult Learning Centre	549-9722
Circle of Friends	529-1840
Community English Program	522-2792
Highland Secondary School	627-1288
Mohawk College	575-2421
Ottawa Street Y.W.C.A.	545-9922
Saltfleet Adult Learning Centre	573-3144
Salvation Army	525-4076
Sir John A. MacDonald School	549-9722
Southview Adult Learning Centre	575-9811
St. Charles Outreach	545-6555
	577-0555
	573-0544
St. Joseph's Outreach	529-5209
	575-0190
	527-5510
St. Paul's Adult Learning Centre	627-1288
St. Stephen's Church	549-9722
Westdale Secondary School	549-9722
Westmount Secondary School	549-9722

### Note:

If you are on unemployment insurance, get approval from UIC before you start any classroom program.



# Notes

## Training Programs

Training programs in Ontario have often been described as an "alphabet soup" of confusing options.

You'll hear an employment counsellor talk about BET, or OBS, or BTSD, or Section 26. The list of acronyms is long, confusing and ever changing.

To keep things simple this section of the book will deal with the major program options that are currently available in Hamilton and one new program that is just being launched.

- You'll soon discover that each program has its own guidelines for eligibility.
- Some programs are available for people on UIC.
- Other programs are only open to people on Social Assistance.
- Over 45 years of age? There's a program for you.
- Under 25 years of age? There's a program for you!

Please remember when you read this section that this is just an overview of some of the training options that are available. For further details, talk to an employment counsellor and visit the Career Resource Centre in the Central Library to use "Skillsource", the computerized database of training courses.

## Government Sponsored Skill Training Programs

Each year the Canada Employment Centre sets up training courses in the Hamilton area to provide new skills for some of the unemployed. Each year the type of training and the number of trainees varies, depending on the government budget.

For 1992/93, the priority will be to provide training for people who are on **unemployment insurance**. Some of the courses scheduled are:

- Basic Training for Skill Development
- Changes and Challenges
- Drafting
- Information Systems
- Nursing Assistant
- Office System Operation
- Small Business Management
- Welder Fitter
- Women into Trades and Technology

Each of these courses will have limited enrollment and will usually require interviews and testing in advance. If you are on Unemployment Insurance (or on severance pay awaiting your UI) and are interested in any of the courses listed above, book an appointment with a **Canada Employment Centre Counsellor** to discuss the course in more detail.

**Don't wait until your UIC is almost finished!** Many of these courses only start once a year and there are waiting lists to get in. Plan early in case you have to do some academic refresher courses to qualify.

Once your unemployment insurance runs out, you cannot enrol in one of these courses.

But if your unemployment insurance is due to run out while you are in a course, it will be extended throughout the course in most cases.



## Transitions

### What is it?

Transitions is a \$5000.00 "training credit" that is available to eligible candidates for purchasing approved skill training courses and seminars or to be used for training-on-the-job-funding with approved employers.

### Who's Eligible?

Transitions funding is available if:

- you are 45 years of age or older and
- you have been permanently laid-off or
- your company has closed completely or
- your own business has closed

You must be able to provide proof of age and proof of job loss (ie. birth certificate and employment separation papers) with your application to Transitions and you must apply within 6 months of your last date of work.

### How do I apply?

You can obtain an application form and get assistance in filling it out at:

**Hamilton Help Centre - Call 521-9125 / 521-9039**

**Citizen Action Group - Call 528-9803 / 528-8713**

Or you can call the Transitions office in Toronto at (416) 326-5817 or write to:

Transitions  
101 Bloor Street West  
Toronto, ON  
M5S 1P7

Once you have mailed in your completed application form and proof of age and job loss, it can take up to 8 weeks to receive your approval letter and Transitions Account Number. You cannot enrol in training courses until:

- you have your account number and
- Transitions approves the courses/training

Once you have your **Transitions Approval**, you have a 2 year period to purchase skill training courses, seminars, or training on the job.

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## What kind of training can I take?

Most courses offered by a Community College, Board of Education, University, or Registered Private Vocational School can be approved for Transitions funding if they are job/career related. While you are awaiting your Transitions approval, shop around and compare the courses that are available in your community. Ask for a course outline, price list, startdate, entrance requirements, success rate, etc.. Also get a price list of all textbooks and materials that will be required for the course. Transitions will pay for all approved books. **Do not enrol or pay for the course yet!** Book an appointment with an employment counsellor at one of the agencies listed in this booklet to discuss your training options in more detail.

## Can I use Transitions if I'm on Unemployment Insurance?

Yes, if you receive permission in advance from the Canada Employment Centre. Make an appointment with a CEC counsellor well in advance of any training selections to discuss your goals. The CEC counsellor will explain the rules and regulations for attending training courses while you are on UIC.

Do not start any training course without prior approval!!

## Can I use Transitions if I'm on Social Assistance?

Yes, in most cases part-time training will be approved by your worker because it will be providing you with new skills to help you get back into the workforce. But call your worker in advance and discuss your training course. The worker will need to know the name of the course, the start date, the number of hours per week and the length of the course.

## Where can I get information on all of the Training courses?

In the Hamilton area there are a variety of resources available to assist you in researching training options.

The Career Resource Centre	529-8111 Ext. 307
The Adult Education Hotline	527-2222
Mohawk College	575-2176
McMaster University	525-9140
The Help Centre	521-9165
Citizen Action Group	528-9803

You will also find an extensive listing in the Yellow Pages under "Schools".

## Section 26 Fee Payer Training

Section 26 Fee Payer is the terminology used by the Canada Employment Centre /Unemployment Insurance system for people on Unemployment Insurance (UI) who want to enrol in full time training courses while they are on UI and who are willing to pay the course tuition on their own.

### Types of training that qualify:

- it must be a skill that will lead to employment
- the course must be 25 hours per week or more
- the course is normally less than 52 weeks
- the course must start before your UI claim ends
- upgrading and English may be approved if required for skill training or employment

### Who's eligible?

- people with an "active UI claim"
- UI claim must be "regular benefits"
- you must have an acceptance letter from the course
- must indicate start and finish date of the course
- must indicate number of hours per week
- must include a course description
- must provide a contact name and phone number at the school

You must have approval from a Canada Employment Centre Counsellor before you start the course. If approved, your UI benefits will continue until the end of the training course. You will be responsible for tuition fees, books, and any other expenses.

### A few suggestions:

Not all training is approved so shop around and compare prices and course details before your register. Do not pay in advance for training courses! Make your payment after approval by the C.E.C. and in installments if possible.

Read all training contracts carefully before signing up for an expensive course. Find out (in writing) what the refund policies are before you pay.

Call a couple of employers who likely hire in the area that you will be training in, and find out if they hire graduates from the course you're considering.

Call the Adult Education Hotline (527-2222) for other course options.  
Good Luck!!!



## The Apprenticeship Program

The Apprenticeship Program provides the opportunity to learn a skilled trade while earning a wage.

The program involves a combination of on the job training and classroom instruction. Apprenticeships last from two to five years depending on the trade. The classroom portion is usually offered at a community college.

When you complete your apprenticeship, you will write a government exam to receive your **Journeyman's papers**.

**Some of the trades that fall under the apprenticeship guidelines include:**

- motor vehicle mechanic
- plumber
- baker
- painter and decorator
- brick and stone mason
- electrician
- tower crane operator
- and many more

Wages will vary, depending on the trade chosen. As your training progresses, your wages will increase. You will also be entitled to receive the regular employee benefits offered by the company while you are enrolled in your apprenticeship.

You must be 16 years of age or older to work as an apprentice.

For full details on the apprenticeship program, drop in to your local apprenticeship office at:

119 King Street West, 7th Floor  
Hamilton, Ontario  
521-7764

### Note:

To encourage more women to enter apprenticeship training, there is a "Women's Access Coordinator" available to meet with you to discuss the programs in more detail. Call 575-2310.

# Mohawk College

Mohawk College offers not only a wide selection of post secondary diploma and certificate courses but also a variety of adult upgrading programs, skill training programs, and job readiness workshops that are offered throughout the region. The following list will provide you with a starting point to explore these courses in more detail.

## 1. Basic Employment Training (575-1212)

A classroom program for unemployed individuals who want to combine basic academic upgrading (grade 1-6 level) with job search preparation and lifeskills training, followed by a work placement evaluation. The program runs for a maximum of 26 weeks and is free.

For more information on the program, call:  
575-1212 ask for Job Readiness Department

## 2. Basic Job Readiness Training (575-1212)

A classroom program for unemployed adults who are interested in upgrading their education [grade 6-10] and developing better job search skills and work habits. BJRT offers a combination of upgrading, lifeskills, and work placement evaluation. The program runs for a maximum 26 weeks.

For more information on the program, call:  
575-1212 ask for the Job Readiness Department

## 3. Basic Training For Skills Development (662-3700)

This program is designed for adults who want to upgrade their education to qualify for further technical education. BTSD offers academic upgrading in math, science, and communication at a grade 6-12 level. BTSD classes are held at the Stoney Creek campus of Mohawk College.

For more information on this program, call:  
662-3700 ask for the Registrar's Office

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#### 4. Focus On Skills (527-7226)

This program is designed for women on social assistance who are interested in returning to the workforce. The program combines academic upgrading, employment lifeskills, and a work placement evaluation. Focus on Skills normally runs for 26 weeks, with 16 weeks in the classroom and 10 weeks in work placement activity. You must be on social assistance to qualify.

For more information on this program, call: 527-7226 ask for Focus on Skills

#### 5. Women's Access To Apprenticeship Training (575-2310)

This service is designed to encourage more women to enrol in the apprenticeship trades. It provides career information, counselling, and placement assistance.

For information, call: 575-2310

#### 6. Trades Updating Program (575-1212 ext. 2139)

This service is designed for journeymen and skilled tradespeople who want to continue to upgrade their skills and knowledge of new technology.

For more information on this service, call: 575-1212 ext. 2139

#### 7. Futures (388-1642)

This is a youth employment training program designed for young people 15-24 years of age who are not in school or in the workforce. Futures offers a combination of classroom training and on the job work experience to prepare young people for full time and part time employment.

For more information on the program, call: 388-1642

**Note:** Futures is also available through the youth employment centre. Call 522-4902 and book an appointment with a youth counsellor for more details.

### Helpful Mohawk College Phone Numbers:

General Information	575-2176
Registration Information	575-2023
Fennell Campus	575-1212
Stoney Creek Campus	662-3700
Mohawk/McMaster Centre	522-3361
Wentworth Campus	575-2310
Haldimand Campus	768-1010
Health Science Centre	575-1515
Brant-Elgin Campus	(519) 759-7200

## Futures

Futures is an on the job training program for young people who are unemployed and interested in starting a job where they can learn a new skill.

### To qualify you must be:

- between 15-24 years of age or
- up to 29 years of age if disabled
- unemployed or working less than 24 hours per week
- no longer in school
- interested in training on the job

Employers who use the Futures program for training usually hire the trainee at the end of a successful training period. Trainees have been hired as:

- silk screen printers
- floral arrangers
- computer operators
- autobody repair workers
- short order cooks
- daycare assistants
- maintenance workers
- receptionists
- and many more occupations!

Futures trainees are paid \$6.00 hourly (\$6.35 in Nov./92) while they are in training. Most trainees work 40 hours per week but this is flexible and is usually based on the employer's regular work schedule.

Futures can also be used for part time work/part time school if you haven't completed your high school diploma.

To learn more about the Futures Program, call the Youth Employment Centre and book an appointment today!

**Call: 522-4902 or 522-4903**

**Office Hours:** 9:00 a.m. - 5:00 p.m. Monday - Thursday  
9:00 a.m - 12 noon Friday



# Jobs Ontario

Jobs Ontario is a new training fund that was announced in May 1992 and will likely be available in November 1992.

## Overview:

Jobs Ontario is designed to assist people hurt by the recession - people on social assistance, or ineligible for Unemployment Insurance, or whose Unemployment Insurance benefits have expired. There are several components to the program.

## Pre-Employment Training:

This phase of the program is designed to teach unemployed individuals the basic skills that they will need to enter into the workforce or to enrol in further training. Pre-employment training will include:

- communication skills
- academic upgrading
- introductory computer skills
- job readiness training

## Training Credit Fund:

This phase of the program will provide financial assistance to employers who are willing to hire and train eligible candidates in new jobs within their company or industry. The **Training Credit** will pay up to a maximum of \$10,000.00.

50% of this amount must be used to train the new participant and the remainder may be used to upgrade the skills of the existing workers. Training plans must be developed and approved in advance and not all employers will receive the maximum allocation.

Training can be offered both on-site (in the company) and/or off-site (in College courses, seminars and workshops).

## Childcare and Employment Supports:

The shortage of affordable childcare has been a major barrier to many unemployed. This component of the program will provide funding to expand existing facilities, to train more home care providers, and to construct new spaces.

As well, to help participants to re-enter the workforce, limited allowances will be available to cover some employment related costs such as work clothes, transportation, special licences, etc.

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## Jobs Ontario Continued...

### Economic Renewal

This portion of the program is designed to assist in the development of large scale employment development projects. The goal is to encourage the hiring of large numbers of participants at once, rather than one or two. Jobs Ontario will work directly with groups such as trade and industry associations and joint management labour groups.

Jobs Ontario programs will be available in the late fall of 1992 in Hamilton-Wentworth.

For further information contact one of the following:

Regional Social Services	546-2687
Mohawk College	527-7226
Citizen Action Group	528-8713
Hamilton Help Centre	521-9165

## Hospitality Employment Program

The Hospitality Employment Program is a 26 week course for men and women who are considering future employment in the hospitality or service sector of the labour market

The program includes vocational counselling, lifeskills, upgrading in English and Math, and on the job training.

- The program enrolls new students twice a year: in mid-April and in mid-October.
- If accepted, you would attend classes from 9:00 a.m. to 3:00 p.m., Monday to Friday.
- The course is **free** of charge; trainees receive minimum wage.

For more information call: 521-9993

# Ontario Employment Standards

The Employment Standards Act in Ontario applies to most employees and employers in Ontario. It does not apply to police officers or to persons employed in industries under Federal jurisdiction such as post offices, railways, airlines, radio and television stations, etc.. If you are unsure of your status contact:

Ontario Ministry of Labour: 577-4003

## Minimum Wage Standards:

Category:	Current Rate:	Nov. 1/92 Rate:
General hourly workers	\$6.00	\$6.35
Students under 18	\$5.55	\$5.90
Liquor Servers	\$5.50	\$5.50

## Public Holidays:

Ontario has 8 paid public holidays that apply to full time, part time and student employees:

- New Year's Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day (Dec. 26)

For detailed information on Ontario's employment standards, pick up a copy of **"Working in Ontario" - An Employee's Guide To Workplace Law**. Copies are available at the Ontario Ministry of Labour office in Hamilton at:

1 Jarvis Street: 577-4003

## Community Legal Clinics

While you are unemployed, you may run into situations where legal advice is required but you can't afford a lawyer. The Hamilton area has several community legal clinics that may be able to provide the expertise you need at a price you can afford.

### Services include:

- Landlord & Tenant Rights
- Immigration
- Welfare appeals
- UIC advocacy
- Pensions

Services are free to those who qualify.

### Locations:

1. **Dundurn Community Legal Services**  
119 - 10 West Avenue South, Hamilton  
527-4572
2. **Hamilton Mountain Legal and Community Services**  
218 - 550 Fennell Avenue East, Hamilton  
575-9590
3. **McQuesten Legal And Community Services**  
360 - A Queenston Road, Hamilton  
545-0442







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